

### **REMARKS**

Reconsideration and allowance are respectfully requested. Claims 1-16 are pending.

Claims 1-16 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Burg et al. in view of Call. This rejection is respectfully traversed.

Each of claims 1, 6, 11, 14 and 16 defines a user and a second party. A first hypertext markup language (HTML) document is generated, based on the retrieved XML document, and has instructions including the call number for accessing the second party. A second HTML document is selectively generated, based on a prescribed input received from the second party, and has instructions for connecting the second party with the user.

The Examiner contends that Burg discloses at paragraph [0056] storing, in response to a first HTTP request, an XML document that specifies for a user, a call number of a second party. However, a call number of a second party is not stored in Burg. Paragraph [0056] of Burg merely describes the user requesting a home page of a gateway 160 by clicking on a stored bookmark. The user can click on an area of the home page such as a LAUNCH CALL button so that an HTTP request packet is prepared and sent to the ISP 150.

The Examiner next contends that Burg discloses retrieving the stored XML document based on a second HTTP request by the user but provides no citation in Burg for support of this contention. Applicant requests that the Examiner specify where

Burg discloses retrieving the stored XML document based on a second HTTP request by the user.

The Examiner also contends that paragraphs [0059] and [0061-0062] of Burg discloses generating a first hypertext markup language (HTML) document, based on the retrieved XML document, having instructions including the call number for accessing the second party. Burg merely discloses an HTML page for telephone number entry to ISP 150. The HTML page of Burg does not have instructions including the call number for accessing the second party as claimed. The user in Burg is entering a call number as detailed in the following paragraphs of page 3 of Burg:

At step 445, gateway 160 provides an HTTP request packet including HTML representing a web page for telephone number entry to ISP 150.

[0060] At step 450, ISP 150 forwards the HTTP response packet for telephone number entry to PC 100.

[0061] At step 455, PC 100 receives the web page for telephone number entry. At step 460, the user enters (i) a toll-free telephone number to the telephone number entry web page to place a call to an agent at call center 70, and (ii) a telephone number, such as the telephone number of telephone 10, at which the user wishes to receive the call from the agent at call center 70.

Finally, the Examiner contends that Fig. 5B, step 525 and paragraphs [0079-0098] of Burg discloses selectively generating a second HTML document, based on a prescribed input received from the second party, having instructions for connecting the second party with the user. Paragraphs [0079-0098] merely describe a queue manager of Burg where calls are connected based on agent availability. There is no teaching or suggestion in Burg of selectively generating a second HTML document,

based on a prescribed input received from the second party (e.g. agent of Burg), having instructions for connecting the second party with the user. As defined in the claims, the second party is the party whose call number is stored and is the party that provides the input for bridging the call. Thus, the claimed user does not need to wait on hold but his call is bridged with the second party when the second party is available and provides the prescribed input to bridge the call.

For these reasons, it is submitted that the independent claims are not taught or suggested by Burg. Call does not supply the deficiencies of Burg since Call merely discloses that information can be stored in XML format. Therefore, the rejection is improper and should be withdrawn.

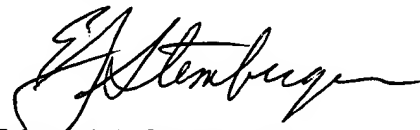
Each of claims 2-5, 7-10, 12, 13, and 15 depends from an independent claim. These claims are considered to be allowable for the reasons advanced above, and for the additional reason that the added subject matter thereof is neither taught nor suggested by the prior art of record.

All objections and rejections having been addressed, It is submitted that all pending claims are now in condition for allowance and a Notice to that effect is earnestly solicited.

Parasu – Application No. 09/577,320  
Response filed: July 2, 2004

To the extent necessary, Applicant petitions for an extension of time under 37 C.F.R. 1.136. Please charge any shortage in fees due in connection with the filing of this paper, including any missing or insufficient fees under 37 C.F.R. 1.17(a), to Deposit Account No. 50-1130, under Order No. 95-426, and please credit any excess fees to such deposit account.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'E. Stemberger', with a stylized flourish at the end.

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